



USER'S MANUAL  
Part 2

# 900 MHz Cordless Telephone/Answering System with Caller ID/Call Waiting 9371

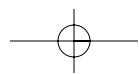
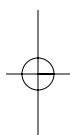
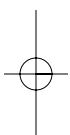
**DRAFT 8/14/01**



For Customer Service Or Product  
Information, Visit Our Website At  
[www.telephones.att.com](http://www.telephones.att.com)

Please also read  
**Part 1 — Important  
Product Information**

AT&T and the globe symbol are registered trademarks of AT&T Corp. licensed to Advanced American Telephones.



# CONTENTS

|   |           |
|---|-----------|
| <b>BEFORE YOU BEGIN . . . . .</b>                     | <b>1</b>  |
| About Caller Identification .....                     | 1         |
| <b>INSTALLATION . . . . .</b>                         | <b>2</b>  |
| Before You Install .....                              | 2         |
| Table/Desktop Installation.....                       | 3         |
| Wall Installation .....                               | 5         |
| <b>TELEPHONE OPERATION</b>                            |           |
| <b>AT THE HANDSET . . . . .</b>                       | <b>7</b>  |
| Make a Call.....                                      | 7         |
| Answer a Call .....                                   | 7         |
| End a Call .....                                      | 7         |
| Change Channel.....                                   | 7         |
| Redial .....  | 7         |
| Handset Volume .....                                  | 7         |
| Flash/Call Waiting.....                               | 7         |
| Hold .....  | 7         |
| Intercom .....  | 7         |
| Handset Ringer Style/Battery Save ..                  | 8         |
| Temporary Tone Dialing.....                           | 8         |
| Headset Jack.....                                     | 8         |
| Operating Range .....                                 | 9         |
| Display Screen Message .....                          | 9         |
| <b>TELEPHONE OPERATION</b>                            |           |
| <b>AT THE BASE . . . . .</b>                          | <b>10</b> |
| Make, Answer, or End a Call .....                     | 10        |
| Speaker/Base Ringer Volume .....                      | 10        |
| Redial .....  | 10        |
| Hold .....  | 10        |
| Mute .....  | 10        |
| Flash .....   | 10        |
| Page/Intercom.....                                    | 11        |
| Handset Locator .....                                 | 11        |
| <b>TELEPHONE MEMORY</b>                               |           |
| <b>AT THE HANDSET . . . . .</b>                       | <b>12</b> |
| One Touch Memory .....                                | 12        |
| Store a Number in <b>M1</b> .....                     | 12        |
| Dial the <b>M1</b> Number.....                        | 12        |
| Store a Number in the Directory... ..                 | 13        |
| Edit a Number Stored<br>in the Directory .....        | 14        |
| Delete a Number Stored in<br>the Directory .....      | 15        |
| Dial a Number Stored in<br>the Directory .....        | 15        |
| <b>TELEPHONE MEMORY</b>                               |           |
| <b>AT THE BASE . . . . .</b>                          | <b>16</b> |
| Store a Number in<br>Base Memory .....                | 16        |
| Dial a Number in<br>Base Memory .....                 | 16        |
| <b>CALLER ID OPERATION . . . . .</b>                  | <b>17</b> |
| About Call History .....                              | 17        |
| Review Call History .....                             | 17        |
| Delete Records from<br>Call History .....             | 18        |
| Dial a Displayed Number .....                         | 18        |
| Store a Call History Record<br>in the Directory ..... | 19        |
| Display Screen Messages.....                          | 19        |
| <b>ANSWERING SYSTEM OPERATION</b>                     |           |
| <b>AT THE BASE . . . . .</b>                          | <b>20</b> |
| Audible Indicators.....                               | 20        |
| Set the Clock.....                                    | 20        |
| About Mailboxes .....                                 | 20        |
| About Announcements .....                             | 20        |
| Record Your Announcement .....                        | 21        |
| Answering System                                      |           |
| Feature Setup.....                                    | 22        |
| Feature Summary .....                                 | 22        |
| Listen to, Save<br>& Delete Messages.....             | 23        |
| Call Screening/Intercept.....                         | 24        |
| Record a Memo.....                                    | 24        |
| Message Window Display.....                           | 24        |
| <b>ANSWERING SYSTEM OPERATION</b>                     |           |
| <b>AT TOUCH TONE PHONE . . . . .</b>                  | <b>25</b> |
| Connect with the<br>Answering System .....            | 25        |
| Voice Menu .....                                      | 25        |
| Remote Access Commands .....                          | 25        |
| <b>BATTERIES . . . . .</b>                            | <b>27</b> |
| Charging the Handset                                  |           |
| Battery Pack.....                                     | 27        |
| Replacing the Handset                                 |           |
| Battery Pack.....                                     | 28        |
| <b>IN CASE OF DIFFICULTY . . . . .</b>                | <b>29</b> |

# BEFORE YOU BEGIN

## About Caller Identification (Caller ID)

This product has a Caller ID with Call Waiting feature that works with service from your local phone service provider.

Caller ID with Call Waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your phone service to use this feature. Contact your phone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service)
- You have only Caller ID service, or only Call Waiting service
- You don't subscribe to any Caller ID or Call Waiting services.

You can use this product with regular Caller ID service, and you can use this product's other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service.

There are fees for Caller ID services, and they may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

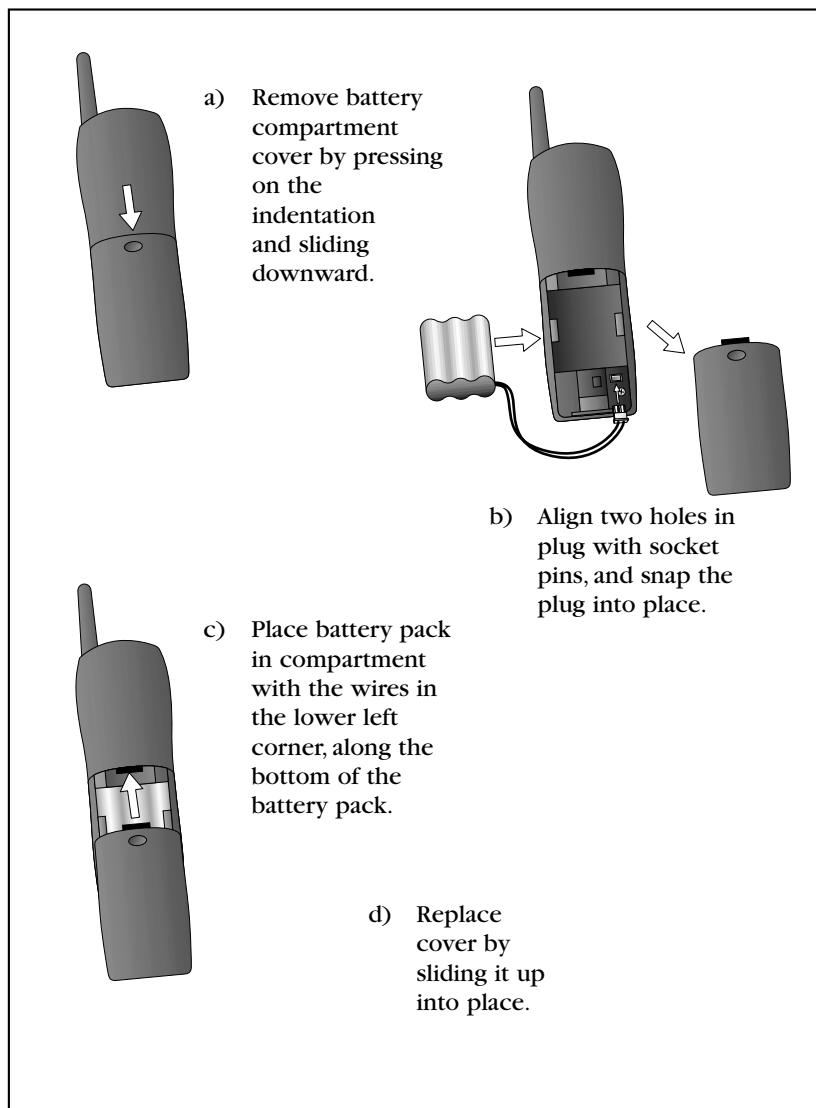
# INSTALLATION

## Before You Install

- 1 Choose a location for the base near an electrical outlet and a telephone jack.

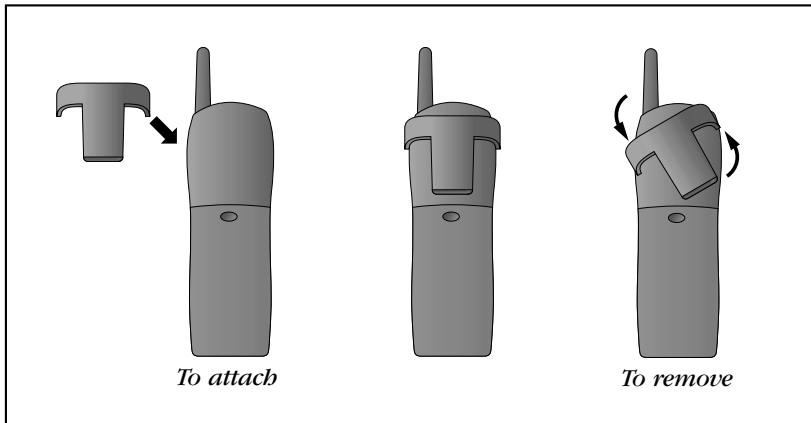
This phone requires a modular telephone jack and a standard electrical outlet (110v AC) not controlled by a wall switch.

- 2 Install the handset battery.

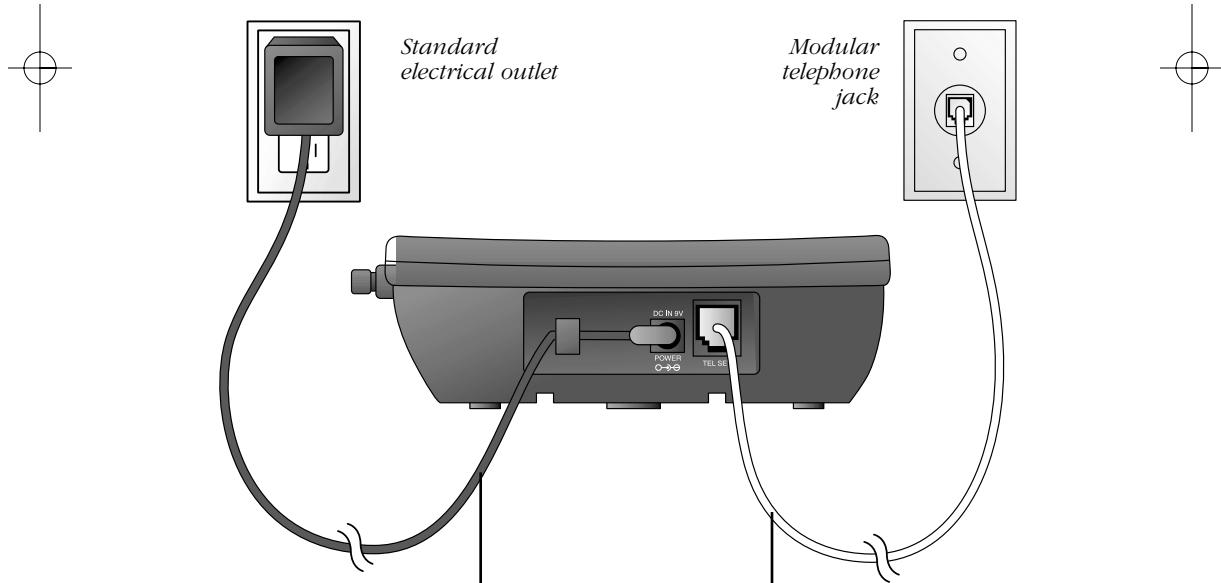


# INSTALLATION

**3 Attach belt clip to the cordless handset (*optional*).**



## Table/Desktop Installation



Use only the power cord supplied with this product. If you need a replacement, call 1 800 222-3111.

- 1 Connect the telephone line cord.**
- 2 Connect the power cord.**

The ANSWER ON/OFF light goes on, and **CL** flashes in the Message Window.

# INSTALLATION

## 3 Charge the handset battery.

Place the handset in the base. Charge the battery for at least 16 hours the first time. After the first charge, the battery is typically fully charged overnight.

## 4 Check for dial tone.

After the batteries are charged, pick up the handset and press **PHONE**; you should hear a dial tone.

## 5 Set the dial mode.

If you have touch tone service, the phone is ready to use as soon as the batteries are charged.

If you have dial pulse (rotary) service, you'll need to change the dial mode.

- Press **PROG** on the handset to enter programming mode.
- Press **◀** or **▶** until the screen displays **DIAL MODE:** and the currently selected mode.
- Press **SEL**. The current setting blinks.
- Press **▶** to select **TONE** or **PULSE**.
- Press **SEL** or **PROG**, to save the displayed mode.

## 6 Set the time and date displayed on handset screen.

If you subscribe to Caller ID service, the date and time will be set automatically with the first incoming call.

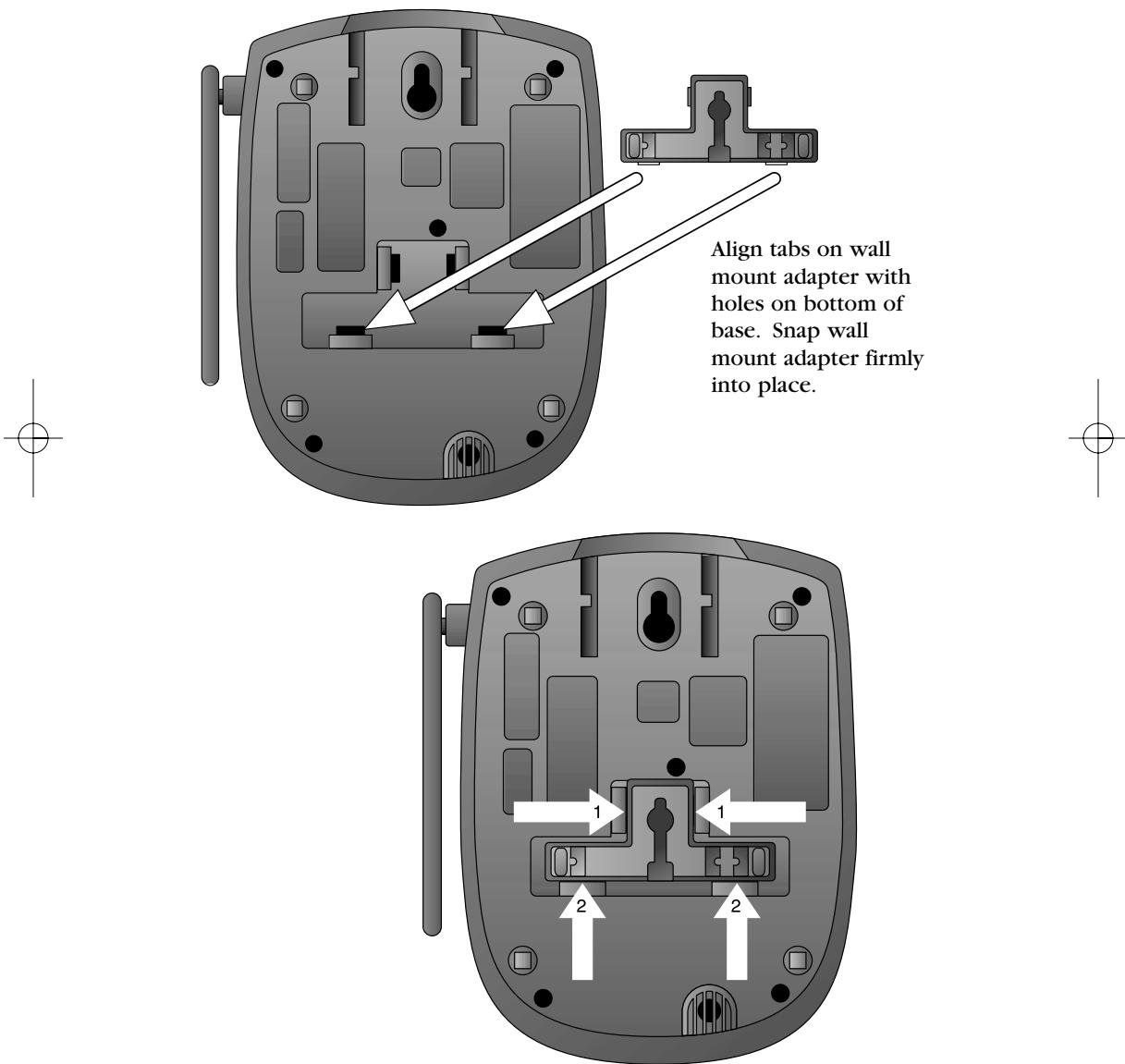
If you do not have Caller ID service, you can set the date and time manually.

- Press **PROG** on the handset to enter programming mode.
- Press **◀** or **▶** until the screen displays **DATE/TIME** and the current setting.
- Press **SEL** until the month blinks. Use **◀** or **▶** to change the month.
- Press **SEL** to save the new month; the day blinks. Use **◀** or **▶** to change the day.
- Press **SEL** to save the new day; the hour blinks. Use **◀** or **▶** to change the hour.
- Press **SEL** to save the new hour; the minute setting blinks. Use **◀** or **▶** to change the minutes.
- Press **SEL** to save the new minute setting; **AM** or **PM** blinks. Use **◀** or **▶** to switch between **AM** and **PM**.
- Press **SEL** or **PROG** to save the new date and time.

# INSTALLATION

## Wall Installation

- 1 Position the wall mount adapter on the base.



# INSTALLATION

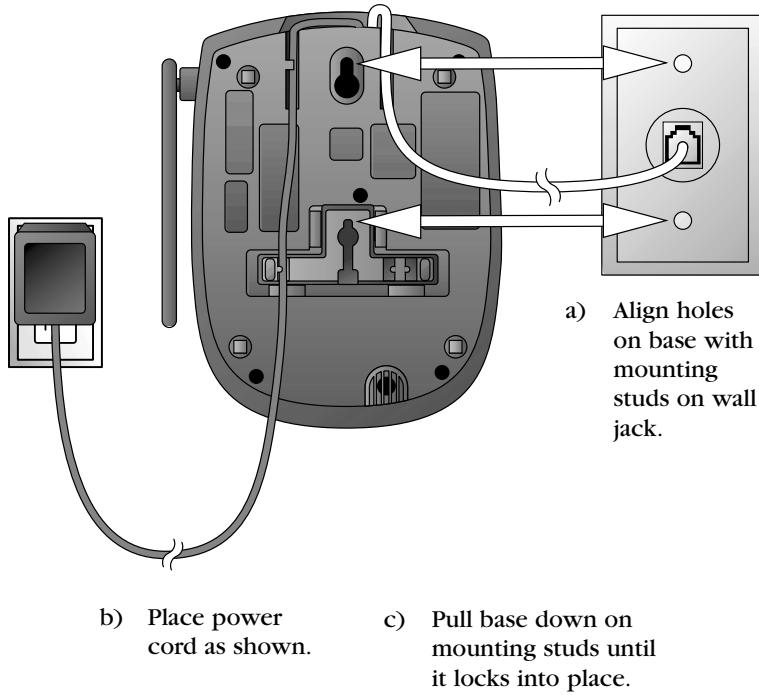
**2 Connect the telephone line cord.**

**3 Connect the power cord.**

The ANSWER ON/OFF light goes on, and **CL** flashes in the Message Window.

**!** Use only the power cord supplied with this product. If you need a replacement, call 1 800 222-3111.

**4 Mount the base on the wall.**



**5 Follow Steps 3–6 in “Table/Desktop Installation.”**

# TELEPHONE OPERATION AT THE HANDSET

## Answer a Call

Press any key except **OFF**.

## Make a Call

Press **PHONE**, then dial the number

— **OR** —

Dial the number (use **⬅** to backspace and correct digits), then press **PHONE** to call.

*Enter programming while not on a call*

## Hold

Press to put a call on hold.

Press again to release hold

— **OR** —

Lift the handset of an extension.

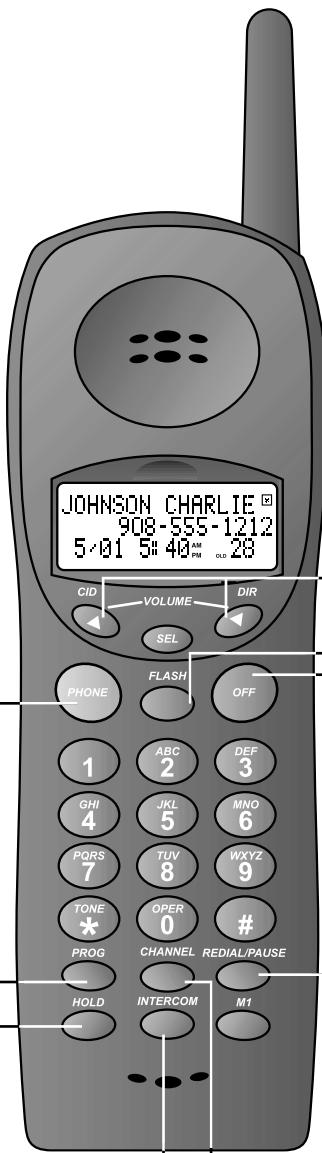
## Intercom

1 Press to signal the base

— **OR** —

Press to answer a page from the base. Then speak with someone at the base without tying up the phone line.

2 Press **OFF** to disconnect.



## Handset Volume

While on a call, adjust volume of what you hear.

## Flash/ Call Waiting

Access special telephone company subscriber services.

## End a Call

Press **OFF**

— **OR** —

Place handset in base.

*Exit programming*

*Cancel a page*

## Redial

Press **PHONE**, then press **REDIAL/PAUSE** to call last number dialed (up to 32 digits).

## Change Channel

Switch to a clearer channel while on a call.

# TELEPHONE OPERATION AT THE HANDSET

## Handset Ringer Style/Battery Save

You can select from four different handset ringer styles, or turn the ringer off and extend the battery life.

- 1 Make sure the handset is off.
- 2 Press **PROG** to enter programming mode.
- 3 Press **▷** until the screen displays **RINGER:** and the current setting.
- 4 Press **SEL**; the current setting blinks.
- 5 Press **▷** to select 1, 2, 3, 4, or OFF. You will hear a sample of each ring.
- 6 Press **SEL** or **PROG** to choose the displayed ringer setting.

## Temporary Tone Dialing

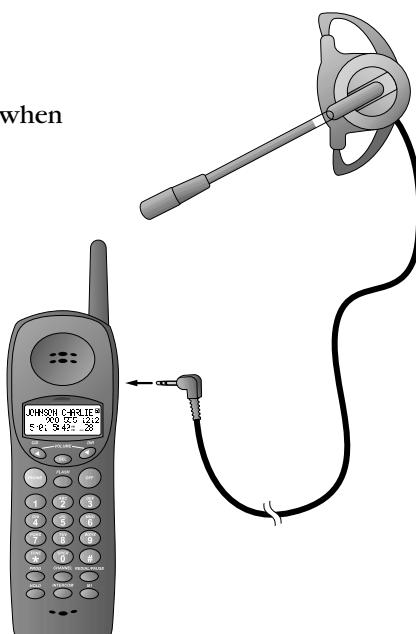
If you have dial pulse (rotary) service, you can change from dial pulse to touch tone dialing during a call by pressing **✉**. This is useful if you need to send touch tone signals for access to telephone banking or long-distance services.

- 1 Dial the number.
- 2 Press **✉**. Buttons pressed after this send touch tone signals.
- 3 After you hang up, the phone automatically returns to dial pulse (rotary) service.

## Headset Jack

You can use this telephone hands-free when you install any AT&T 2.5 mm headset, purchased separately.

Plug the headset into the jack located on the right side of the handset (under the small rubber flap). Do not force the connection, but make sure the plug fits securely.



# TELEPHONE OPERATION AT THE HEADSET

## Operating Range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office. For best performance, keep the base antenna fully upright.

**If you receive a call while you are out of range**, the handset might not ring — or if it does ring, the call might not connect when you press **PHONE**. Move closer to the base, then press **PHONE** to answer the call.

**If you move out of range during a phone conversation**, you might hear noise or interference. To improve reception, move closer to the base.

**If you move out of range without pressing OFF**, your phone will be left “off the hook.” To hang up properly, walk back into range, periodically pressing **OFF**.

## Display Screen Messages

| Screen Displays: | When:  |
|------------------|--|
| NO LINE          | The base is not connected to the telephone line, or the line is not working. |
| RINGING          | There is a call coming in.   |
| CONNECTING       | The handset is waiting for a dial tone.                                      |
| PHONE            | The handset is in use.   |
| PAGING           | The base is paging the handset.  |

|            |  |
|------------|--|
| NO LINE    | The base is not connected to the telephone line, or the line is not working. |
| RINGING    | There is a call coming in.   |
| CONNECTING | The handset is waiting for a dial tone.                                      |
| PHONE      | The handset is in use.   |
| PAGING     | The base is paging the handset.  |

# TELEPHONE OPERATION AT THE BASE



Indicates handset is in base

On steadily: handset or base speakerphone is in use  
Flashing quickly: an extension is in use  
Flashing slowly: a call is on hold

## Redial

Press to call the last number dialed at the base (up to 32 digits).

## Hold

Press **Hold** to put a call on hold. The IN USE light flashes. To return to the call, press **SPEAKER**.

**NOTE:** When Hold is active, pressing **PHONE** on handset will also return you to the call.

## Speaker Volume

While on a call, use to adjust the volume of what you hear.

## Base Ringer Volume Switch

Use to adjust how loudly the base rings.

## Flash

Access subscriber services while on a call.

## Mute

Press **MUTE** to prevent your caller from hearing you (you can hear your caller). Press again to deactivate. MUTE light is on when Mute is activated.

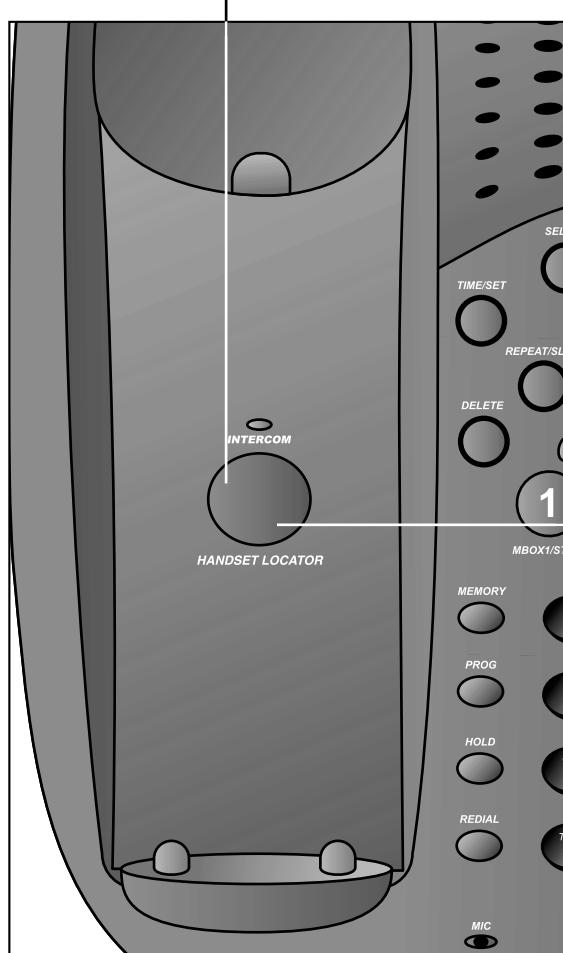
## Make, Answer, or End a Call

Press **SPEAKER**. When calling, use the base keypad to dial or enter a memory location. SPEAKER light is on when call is connected.

# TELEPHONE OPERATION AT THE BASE

## Page/Intercom

- 1 Press and release to signal someone at the handset. A paging tone sounds.
- 2 When the person at the handset presses **[INTERCOM]**, the handset and base can communicate without tying up the phone line.
- 3 Press again or press **[OFF]** on handset to disconnect.

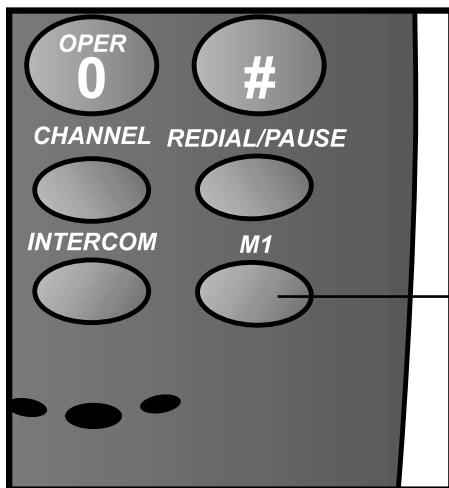


### Handset Locator

Press to locate the handset. The handset will beep for up to one minute or until you turn it off by pressing again or pressing **[OFF]** on the handset.

*NOTE: When the handset is in use the Page/Intercom and Handset Locator features are inactive.*

## TELEPHONE MEMORY AT THE HANDSET



### One Touch Memory

You can store one phone number (up to 16 digits) in the one touch memory location.

**NOTE:** Press **OFF** at any time to exit memory.

### Store a Number in **M1**

- 1 Press **PROG** to enter programming mode.
- 2 Press **◀** or **▶** until the screen displays SET ONE TOUCH.
- 3 Press **SEL**. A flashing cursor appears on screen.
- 4 Enter the telephone number you want to store. Use **◀** to backspace and make a correction.
- 5 Press **SEL** or **PROG** to store the number in **M1**

### Dial the **M1** Number

Press **PHONE**, then **M1** to dial the one touch memory number.

# TELEPHONE MEMORY AT THE HANDSET

This cordless handset can store an additional 50 telephone numbers with names in the directory, each up to 16 digits long. Entries are stored alphabetically. For consistency with Caller ID entries, you may wish to enter last names first.

*Note: Press **OFF** at any time to exit memory.*

## Store a Number in the Directory

- 1 Press **PROG**. The screen displays DIRECTORY.
- 2 Press **SEL**. The screen displays ENTER NAME.
- 3 Using the chart below, enter up to 15 characters for the name you're storing with the number. Use **◀** to backspace and make corrections; use **▶** to advance and add a space.

| Dial Key | Presses |   |   |   |   |   |
|----------|---------|---|---|---|---|---|
|          | 1       | 2 | 3 | 4 | 5 | 6 |
| <b>1</b> | 1       |   |   |   |   |   |
| <b>2</b> | A       | B | C | 2 |   |   |
| <b>3</b> | D       | E | F | 3 |   |   |
| <b>4</b> | G       | H | I | 4 |   |   |
| <b>5</b> | J       | K | L | 5 |   |   |
| <b>6</b> | M       | N | O | 6 |   |   |
| <b>7</b> | P       | Q | R | S | 7 |   |
| <b>8</b> | T       | U | V | 8 |   |   |
| <b>9</b> | W       | X | Y | Z | 9 |   |
| <b>0</b> | 0       |   |   |   |   |   |
| <b>*</b> | *       |   |   |   |   |   |
| <b>#</b> | &       | , | , | - | . | # |

## TELEPHONE MEMORY AT THE HANDSET

- 4 When you finish entering the name, press **SEL**. The screen displays ENTER NUMBER.
- 5 Enter the telephone number. Use **◀** to backspace and make a correction. Press **REDIAL/PAUSE** to store a pause in the dialing sequence.
- 6 Press **SEL** or **PROG** to store your entry. You'll hear a series of beeps confirming the entry.

*Note: When memory is full the screen displays MEMORY FULL, an error tone sounds, and you will not be able to store a new number until you delete a stored number.*

### Edit a Number Stored in the Directory

- 1 Press **□** (DIR). The screen displays DIRECTORY.
- 2 Press **◀** or **▶** to scroll alphabetically through numbers stored in the directory

—OR—

Press the dial pad key for the first letter of the entry you want to edit.

- 3 When the screen displays the number you want to edit, press **SEL**. Then press **□** until EDIT flashes.

|            |      |       |
|------------|------|-------|
| DIAL       | EDIT | ERASE |
| 9735550123 |      |       |

- 4 Press **SEL**. The screen displays the name and number. The flashing cursor appears at the end of the name. Use **◀**, **▶** and the dial pad keys to edit the name. Press **SEL** to move on to edit the number.
- 5 Press **SEL** to save the edited information. You'll hear a series of beeps confirming the change.

# TELEPHONE MEMORY AT THE HANDSET

## Delete a Number Stored in the Directory

- 1 Press **DIR** (DIR). The screen displays **DIRECTORY**.
- 2 Press **◀** or **▶** to scroll alphabetically through numbers stored in the directory

—OR—

Press the dial pad key for the first letter of the entry you want to delete.

- 3 When the screen displays the number you want to delete, press **SEL**. Then press **▶** until **ERASE** flashes.

DIAL EDIT ERASE  
9735550123

- 4 Press **SEL**. The screen displays **ERASE NO YES** and the number. The current choice flashes.
- 5 Press **◀** or **▶** until **YES** flashes.
- 6 Press **SEL**. You'll hear a series of beeps confirming the deletion.

## Dial a Number Stored in the Directory

- 1 Press **DIR** (DIR). The screen displays **DIRECTORY**.
- 2 Press **◀** or **▶** to scroll alphabetically through numbers stored in the directory

—OR—

Press the dial pad key for the first letter of the entry you want to dial.

- 3 When the screen displays the number you want to dial, press **SEL**; **DIAL** flashes.

DIAL EDIT ERASE  
9735550123

- 4 Press **SEL**. The phone automatically dials the number.

# TELEPHONE MEMORY AT THE BASE

You can store 10 telephone numbers (up to 16 digits each) in the base memory locations (0-9).

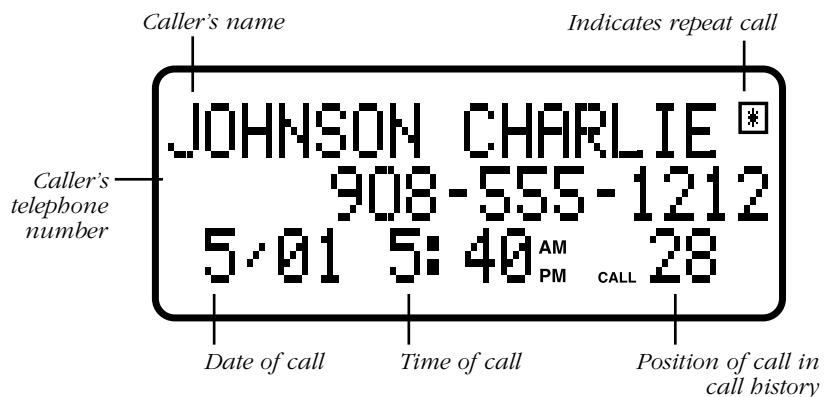
## Store a Number in Base Memory

- 1 Press **PROG** on the base to enter programming mode.  
The SPEAKER light flashes.
- 2 Press **MEMORY**.
- 3 Press the dial pad key (0-9) for the location where you want to store the number.
- 4 Enter the telephone number.
- 5 Press **PROG** to store the number. You will hear a confirmation tone.

## Dial a Number in Base Memory

- 1 Press **SPEAKER**.
- 2 Press **MEMORY** and then the memory location (0-9) of the number you want to dial. The number is dialed automatically.

# CALLER ID OPERATION



## About Call History

This phone assigns each incoming call a number from 1 to 50. The most recent call will have the highest number. When the memory is full, the oldest call information is deleted to make room for new incoming call information.

For each call that comes in, the screen displays the following information between the first and second rings:

- Your caller's name (15 letters are sent by your telephone company)
- The caller's area code and telephone number
- The time and date of the call
- The position of the call in call history.

If you answer a call before the information appears on the screen, it will not be in the call history.

**Note:** Press **OFF** at any time to exit call history.

## Review Call History

The screen displays call information for about 15 seconds after it has been received.

- 1 Press **CID** (CID) to view call history.
- 2 Use **◀** and **▶** to scroll through records in call history.

# CALLER ID OPERATION

## Delete Records from Call History

### Delete a Specific Call

- 1 Locate the record you want to delete from call history.
- 2 Press **[SEL]**, then press **[]** until ERASE flashes.

```
DIAL PGM ERASE
973-555-0123
5/01 5:40PM CALL28
```

- 3 Press **[SEL]**. The screen displays ERASE NO YES ALL and the phone number. The current choice flashes.
- 4 Press **[]** until YES flashes.
- 5 Press **[SEL]**. You'll hear a confirmation tone.

### Delete All Calls

- 1 While viewing call history, press **[SEL]**, then press **[]** until ERASE flashes.

```
DIAL PGM ERASE
973-555-0123
5/01 5:40PM CALL28
```

- 2 Press **[SEL]**. The screen displays ERASE NO YES ALL and the phone number. The current choice flashes.
- 3 Press **[]** until ALL flashes, then press **[SEL]**. The screen displays ERASE ALL NO YES. The current choice flashes.
- 4 Press **[]** until YES flashes.
- 5 Press **[SEL]**. You'll hear a confirmation tone.

*Note: You can delete all calls only after all records in call history have been reviewed.*

### Dial a Displayed Number

- 1 Locate the record in call history that you want to dial.
- 2 If you wish to change how the number is dialed, press **[#]**. The screen displays any alternate dialing sequences available for this call (area code + number; 1 + area code + number; 1+ number; number only).
- 3 Press **[SEL]**; DIAL flashes.

```
DIAL PGM ERASE
973-555-0123
5/01 5:40PM CALL28
```

- 4 Press **[SEL]**. The phone dials the number

# CALLER ID OPERATION

## Store a Call History Record in the Directory

- 1 Locate the record in call history you want to store in the directory.
- 2 If you wish to change how the number is stored, press **#**.  
The screen displays any alternate dialing sequences available for this call (area code + number; 1 + area code + number; 1+ number; number only).
- 3 Press **SEL**, then press **▷** until PGM flashes.

DIAL PGM ERASE  
973-555-0123  
5/01 5:40PM CALL28

- 4 Press **SEL** three times to store the call record in memory.  
You'll hear a confirmation tone.

## Display Screen Messages

| Screen Displays: | When:  |
|------------------|--|
| BLOCKED NAME     | The other party is blocking name information.  |
| BLOCKED CALLER   | The other party is blocking name and number information.                                 |
| UNKNOWN NAME     | Your phone company is unable to receive information about this caller's name.            |
| UNKNOWN CALLER   | Your phone company is unable to receive information about this caller's name and number. |
| EXTENSION IN USE | An extension phone on this line is being used, so call information cannot be received.   |

# ANSWERING SYSTEM OPERATION AT THE BASE

## Audible Indicators

This system gives you voice prompts for feature operations and voice confirmations when you press a button or complete an operation.

## Set the Clock

- 1 With answering system on, press **[MENU]** until the system announces, “*Change clock.*”
- 2 Press **[SELECT]** until the system announces the correct day, then press **[TIME/SET]**.
- 3 Press **[SELECT]** until the system announces the correct hour, then press **[TIME/SET]**.
- 4 Press **[SELECT]** until the system announces the correct minutes, then press **[TIME/SET]**. The system announces the current clock setting.
- 5 Press an MBOX/STOP button to exit programming.

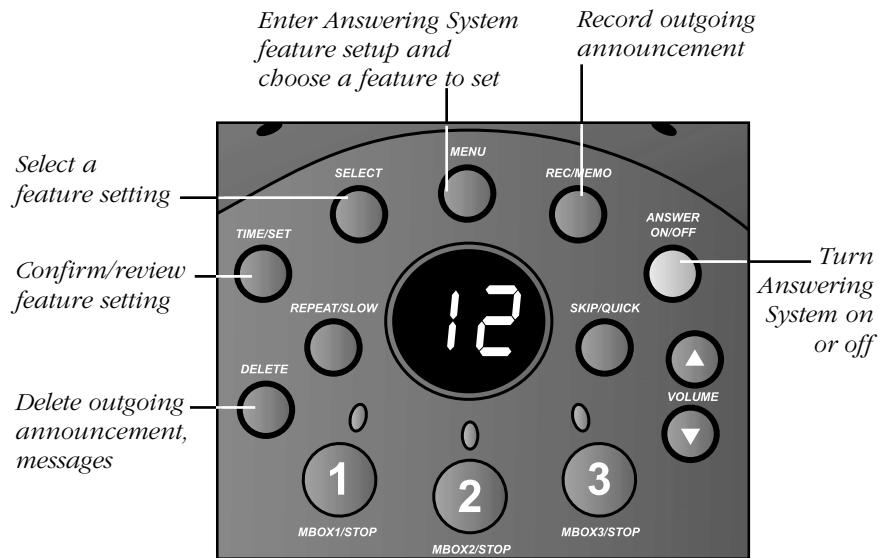
## About Mailboxes

This answering system has three voice mailboxes. Callers using a touch tone phone can select the mailbox in which their messages will be recorded by pressing **[\*** 1], **[\*** 2], or **[\*** 3] while the system plays the outgoing announcement. All other messages will be recorded in Mailbox 1.

## About Announcements

- You can record up to two different announcements — one for normal answering and one for when you’ve set the system to play the announcement only.
- Use normal answering when you want the system to record callers’ messages. Use Announce Only when you want to give information to callers without accepting messages.
- If you choose not to record an announcement, the system answers with a pre-recorded announcement.
- The normal answering pre-recorded announcement says: “*Hello. Please leave a message after the tone.*” The Announce Only pre-recorded announcement says: “*We’re sorry, messages to this number cannot be accepted.*”
- By setting Announce Only to on or off, you decide which announcement your callers will hear when the system answers a call (the system comes set for normal answering, with Announce Only turned off). See “Change Announce Only” on page 22 to change your announcement selection.

# ANSWERING SYSTEM OPERATION AT THE BASE



## Record Your Announcement

**NOTE:** If you have assigned different mailboxes to different people, be sure to tell callers in your announcement to press  $\text{*\#} 1$ ,  $\text{*\#} 2$ , or  $\text{*\#} 3$  while the announcement is playing to leave a message in the appropriate mailbox. Remember to leave a few seconds blank at the end of your recorded announcement to allow callers time to select a mailbox.

- 1 Press **[MENU]** until you hear "Change announcement."
- 2 Press **[REC/MEMO]**. After you hear "Now recording" followed by a beep, speak toward the base to record an announcement up to 90 seconds long.

**NOTE:** You may wish to leave several seconds of blank time at the end of your recorded announcement to allow callers enough time to select a mailbox.

- 3 Press any MBOX/STOP button to stop recording. The system plays back your recorded message.

**To review your announcement** at any time:

- 1 Press **[MENU]** until you hear "Change announcement."
- 2 Press any MBOX/STOP button.

**To delete your announcement:**

Press **[DELETE]** during announcement playback. You will hear "Announcement deleted." The system will use the pre-recorded announcement until you record a new one.

# ANSWERING SYSTEM OPERATION AT THE BASE

## Answering System Feature Setup

You can set up one feature at a time, or you can set up a feature and then move on to set up another feature.

- 1 Make sure the answering system is on.
- 2 Press and release  **MENU** until you hear the system announce the feature you want to set. Refer to the "Feature Summary" below for a description of the features and your choices.
- 3 Press  **SELECT** to hear the feature's settings.
- 4 Press  **TIME/SET** to confirm your selection.

## Feature Summary

Default settings indicated by \*.

| System announces:  | Description/directions:   |
|--|---|
| <b>"Change remote access code"</b><br>19 *                     | Set the remote access code you will use to access features and functions of the answering system from a touch tone phone.   |
| <b>"Change clock"</b>  | Set the clock: After you set the day, repeat <b>Steps 3 and 4</b> in "Answering System Feature Setup" to set hours and minutes.   |
| <b>"Change message alert"</b><br>Off *<br>On                   | When Message Alert is turned on, the base beeps once every 10 seconds when new messages have been received.   |
| <b>"Change announce only"</b><br>Off *<br>On                   | When you turn Announce Only on, callers hear your announcement, but cannot leave a message.   |
| <b>"Change call screening"</b><br>On *<br>Off                  | Turn call screening on or off.  |
| <b>"Change number of rings"</b><br>2<br>4 *<br>6<br>Toll Saver | Choose how many times the phone will ring before the system answers a call. With Toll Saver active, the system answers after two rings when you have new messages and after four rings when you have no new messages. |

**NOTE:** *Exit Feature Setup at any time by pressing an MBOX/STOP button.*

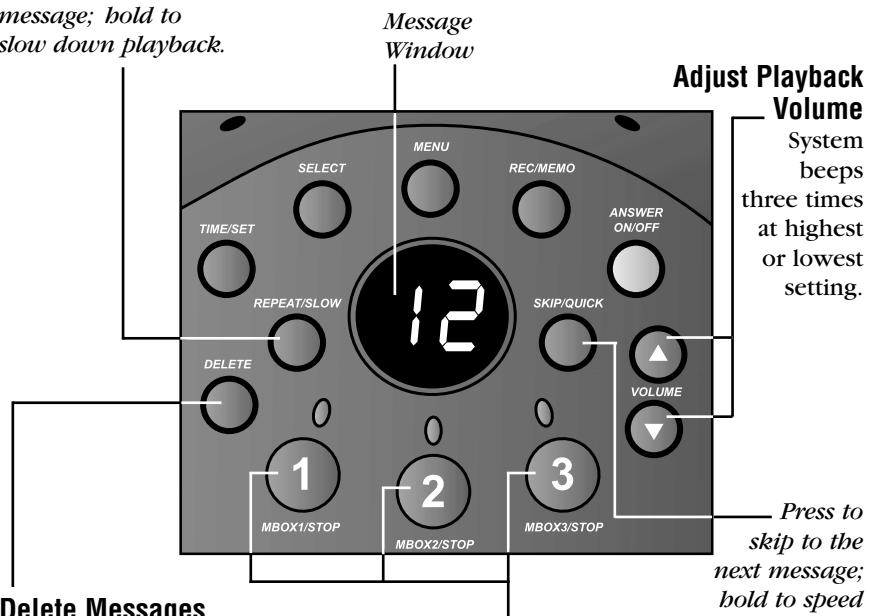
# ANSWERING SYSTEM OPERATION AT THE BASE

## Listen to, Save & Delete Messages

The system automatically saves your messages until you delete them, and can store approximately 15 minutes of messages, memos, and announcements (up to a maximum of 99 messages).

After playing a message, the system announces the day and time it was received. While the message plays, the Message Window displays the number of the message. After playing the last message in a mailbox, the system announces *“End of messages.”* If the system has less than five minutes of recording time left, it announces remaining time.

*Press to repeat a message; hold to slow down playback.*



### Delete Messages

- Press to delete the message that's playing.
- Hold, then press an MBOX/STOP button to delete all messages in that mailbox.
- You cannot delete a message until it's been reviewed; deleted messages cannot be recovered.

*Message Window*

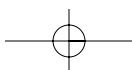
### Adjust Playback Volume

System beeps three times at highest or lowest setting.

*Press to skip to the next message; hold to speed up playback.*

### Play Messages

Press to play messages in a mailbox. Press again to stop playback.



# ANSWERING SYSTEM OPERATION AT THE BASE

## Call Screening/Intercept

- 1 Make sure the answering system is on and call screening is turned on (see "Change call screening" on page 22). Adjust the message playback volume.
- 2 Adjust the message so you can hear the caller's message.
- 3 If you decide to take the call, press **PHONE** on the handset.
- 4 If you pick up an extension phone during the announcement and the announcement does not stop right away, press and release the telephone switchhook.

## Record a Memo

You can record a memo up to four minutes long to store as an incoming message.

- 1 Press and release **REC/MEMO**.
- 2 Press an MBOX/STOP button to select a mailbox for the memo. After the beep, speak toward the microphone. The Message Window displays the length of your memo.
- 3 To stop recording, press the MBOX/STOP button again.

| Display:                         | When:  |
|----------------------------------|--|
| 0                                | No new messages in any mailbox                       |
| 1-98, flashing                   | Total number of messages in all mailboxes            |
| 0-99 ↔ F                         | Memory is full, or total number of messages is 99    |
| Counting 1 to 99                 | Duration of announcement or memo recording           |
| 99, flashing                     | Length of recording is more than 99 seconds          |
| 1-99                             | Current message number during message playback       |
| 00-99                            | Current Remote Access Code while setting             |
| A                                | Announce Only mode                                   |
| ON or OFF, steady for one second | Displayed when any setting is changed from on or off |
| CL ↔ normal display              | Clock needs to be set                                |
| --                               | System is answering a call or is in remote operation |
| --, flashing                     | System is in programming mode or initializing        |

# ANSWERING SYSTEM OPERATION AT TOUCH TONE PHONE

## Connect with the Answering System

You can access many features of this system remotely from a touch tone phone.

- 1 Dial your telephone number.
- 2 When the system answers, press **#**, then enter your Remote Access Code (preset to 19). The system beeps once.
- 3 Within two seconds, enter a remote command (see "Remote Access Commands").
- 4 Press **✉ 0** to exit remote operation.

## Voice Menu

The system has voice prompts to help you with remote operation. Press **✉ 5** to hear the menu while remotely connected to the answering system.

## Remote Access Commands

| Function:                  | Command:  |
|----------------------------|---|
| Play messages in a mailbox | Press <b>#</b> , then the appropriate mailbox number ( <b>1</b> , <b>2</b> , or <b>3</b> ). The system plays new messages. If there are no new messages, the system plays old messages. |
| Repeat a message           | Press <b># 4</b> while message is playing; each press backs up another message.   |
| Skip a message             | Press <b># 6</b> while message is playing; each press advances another message.   |
| Stop                       | Press <b># 5</b> .  |
| Save messages              | Hang up.  |
| Delete message             | Press <b># 9</b> while message is playing.  |
| Review announcement        | Press <b># 7</b> ; system plays announcement, then beeps.   |
| Record announcement        | Press <b>✉ 7</b> ; after beep, record announcement, press <b># 5</b> to stop. System plays back announcement.   |

# ANSWERING SYSTEM OPERATION AT TOUCH TONE PHONE

## Remote Access Commands (continued)

| Function:                     | Command:  |
|-------------------------------|---|
| <b>Record memo</b>            | Press <b>¶ 8</b> ; then mailbox number where you want memo recorded; speak after beep; press <b># 5</b> to exit.  |
| <b>End remote access call</b> | Press <b>¶ 0</b> .  |
| <b>Turn system off</b>        | Press <b># 0</b> ; the system announces, "Machine off." Press <b># 0</b> again to turn the system back on.  |
| <b>Turn system on</b>         | When system is off, it answers after 10 rings and announces, "Please enter your remote access code." Press <b>#</b> , then enter your remote access code. |

**NOTE:** The remote access call will automatically end if 20 seconds go by with no key being pressed (other than when recording or playing messages or announcements).

# BATTERIES

## Charging the Handset Battery Pack

This battery should remain charged up to six days with the ringer turned on and up to 12 days with the ringer off. A fully charged battery provides an average talk time of about five hours.

The battery pack needs charging when:

- A new battery is installed in the handset.
- The phone beeps once every five seconds.
- The screen displays BATTERY LOW and the low battery icon.

Place the handset in the base so the CHARGING light turns on. The battery pack is typically fully charged in eight hours.

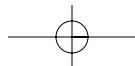
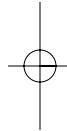
You can keep the battery fully charged by returning the handset to the base after each use.

**If you repeatedly get a low battery indicator**, even after charging overnight, the battery should be replaced.



**CAUTION:** To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully:

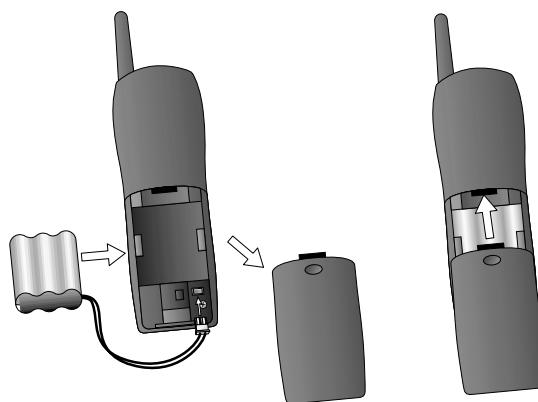
- Use only Replacement Battery 3301 (SKU# 91076).
- Do not dispose of the battery in a fire. The cell might explode. Check with local codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm.
- Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and battery charger.



# BATTERIES

## Replacing the Handset Battery Pack

- 1 **Remove the battery compartment cover** on the handset by pressing on the indentation and sliding the cover downward.
- 2 **Lift out the old battery pack and disconnect.**
- 3 **Align the two holes in the new battery pack's plug** with the socket pins, and snap the plug into place. Place the battery pack in the compartment with the wires in the lower left corner, along the bottom of the battery pack.
- 4 **Replace the cover** by sliding it up into place.
- 5 **The new battery pack must be charged before using the phone.** Place the handset in the base and allow it to charge for at least 16 hours the first charge. The telephone might operate before that, but for best performance, let the battery pack charge fully.



# IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below.

For Customer Service, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call 1 800 222-3111. **Please retain your receipt as your proof of purchase.**

## If the phone doesn't work at all, check these items first:

- Make sure the AC adapter is plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the base unit and the modular jack.
- Make sure the base antenna is fully upright.
- If the handset does not beep when you press **PHONE**, the battery might need charging.
- Make sure the battery pack is installed correctly.
- If you have dial pulse (rotary) service on your phone line, make sure the dial mode is set to dial pulse (see INSTALLATION).

## If the above suggestions don't solve the problem, try re-initializing the handset and base:

- 1 Disconnect the power to the base.
- 2 Remove the handset battery pack.
- 3 Wait a few minutes.
- 4 Connect the power to the base.
- 5 Insert the handset battery pack.
- 6 Put the handset in the base to re-initialize.

## If you hear a two-beep signal when you try to use the handset:

- You might be out of range. Move closer to the base and try again.
- If moving closer to the base doesn't help, try following the directions above for re-initializing the handset and base.

## If the phone does not ring when you receive a call:

- Make sure the handset ringer is on.
- Make sure the telephone line cord is connected firmly to the base and the telephone jack.
- Make sure the AC adapter is plugged firmly into an outlet not controlled by a wall switch.
- You might be too far from the base; move closer.
- You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them.

# IN CASE OF DIFFICULTY

## If you hear noise or interference when using the phone:

- Make sure the base antenna is fully upright.
- You may be out of range. Move closer to the base.
- Press and release **CHANNEL** to change to another of the 30 channels available. If noise is exceptionally loud, move closer to the base before changing channels.
- Household appliances plugged into the same circuit as the base can sometimes cause interference. Try moving the appliance or the base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- If the buttons don't work, try placing the handset in the base for at least 15 seconds.

## If you hear other calls while using your phone:

- Press **CHANNEL** to change to another channel.
- Disconnect the base from the modular jack and plug in a corded telephone. If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone service company.

## If you lose a call after changing channels:

You were probably almost out of range. Move closer to the base before changing channels. Before placing another call, set the handset in the base for at least 15 seconds.

## If you are unable to operate special telephone services or other equipment requiring touch tone signals:

If you have dial pulse (rotary) service, follow the directions under "Temporary Tone Dialing" in the TELEPHONE OPERATION section of this manual.

## If messages are incomplete:

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes.
- If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.

# IN CASE OF DIFFICULTY

**If you have difficulty hearing messages:**

Check the volume setting.

**If the system does not answer after the correct number of rings:**

- Make sure that the answering system is on.
- If Toll Saver is on, the number of rings changes to two when you have new messages waiting.
- In some cases, the system may be affected by the ringing system used by the local telephone company.
- If the memory is full or the system is off, the system answers after 10 rings.

**If CL appears in the Message Window:**

You need to reset the answering system clock.

**If the system does not respond to commands from a remote touch tone phone:**

- Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.
- The answering system may not detect the Remote Access Code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- Make sure you enter your Remote Access Code correctly.
- There may be noise or interference on the phone line you are using. Press keys firmly.

**If your outgoing announcement isn't clear:**

- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the base.
- Make sure there is no "background" noise (TV, music, etc.) while you are recording.

PERF.

© 2001 Advanced American Telephones. All rights reserved.  
Printed in China. 08/01

**DRAFT**  
**8/14/01**

fold



## **Answering System 9371**

### **Remote Commands**

#### **To connect with your answering system:**

- 1 Dial your telephone number from a touch tone phone.
- 2 When the system answers, press **#**, then enter your Remote Access Code (preset to 19).
- 3 Within two seconds, enter a remote command from inside this card.

#### **To connect with your answering system:**

- 1 Dial your telephone number from a touch tone phone.
- 2 When the system answers, press **#**, then enter your Remote Access Code (preset to 19).
- 3 Within two seconds, enter a remote command from inside this card.

PERF.

**Remote Command**      **Press**

|                        |  |                        |  |
|------------------------|--|------------------------|--|
| Voice Help menu        | <b>Press</b> <b>⑤</b>  | Voice Help menu        | <b>Press</b> <b>⑤</b>  |
| Play messages          | <b>Press</b> <b>#</b> , then mailbox number<br>( <b>①</b> , <b>②</b> , or <b>③</b> )   | Play messages          | <b>Press</b> <b>#</b> , then mailbox number<br>( <b>①</b> , <b>②</b> , or <b>③</b> )   |
| Repeat message         | <b>Press</b> <b>④</b>  | Repeat message         | <b>Press</b> <b>④</b>  |
| Skip message           | <b>Press</b> <b>⑥</b>  | Skip message           | <b>Press</b> <b>⑥</b>  |
| Stop                   | <b>Press</b> <b>⑤</b>  | Stop                   | <b>Press</b> <b>⑤</b>  |
| Save messages          | Hang up  | Save messages          | Hang up  |
| Delete message         | <b>Press</b> <b>⑨</b> while message plays  | Delete message         | <b>Press</b> <b>⑨</b> while message plays  |
| Review announcement    | <b>Press</b> <b>⑦</b>  | Review announcement    | <b>Press</b> <b>⑦</b>  |
| Record announcement    | <b>Press</b> <b>⑦</b> , speak after beep,<br>press <b>⑤</b> to stop  | Record announcement    | <b>Press</b> <b>⑦</b> , speak after beep,<br>press <b>⑤</b> to stop  |
| Record memo            | <b>Press</b> <b>⑧</b> , then mailbox number;<br>speak after beep, press <b>⑤</b><br>to stop  | Record memo            | <b>Press</b> <b>⑧</b> , then mailbox number;<br>speak after beep, press <b>⑤</b><br>to stop  |
| End remote access call | <b>Press</b> <b>⑩</b>  | End remote access call | <b>Press</b> <b>⑩</b>  |
| Turn system off        | <b>Press</b> <b>⑩</b> , system announces,<br>"Machine off"; press <b>⑩</b> again<br>to turn system back on   | Turn system off        | <b>Press</b> <b>⑩</b> , system announces,<br>"Machine off"; press <b>⑩</b> again<br>to turn system back on   |
| Turn system on         | When off, system answers after<br>10 rings and announces, "Please<br>enter your remote access code";<br>press <b>⑩</b> , then enter your remote<br>access code | Turn system on         | When off, system answers after<br>10 rings and announces, "Please<br>enter your remote access code";<br>press <b>⑩</b> , then enter your remote<br>access code |

PERF.